

ComAround Enterprise™

A powerful solution for all enterprises looking for a really competent self service function without limitations.

ComAround Enterprise™ is a self service solution suited to any enterprise looking for a powerful self service function.

With ComAround Enterprise™ you will be quickly up and running with a smart solution offering ready-to-use support guides and e-learning, e.g. for Microsoft Office, Windows, Internet Explorer and Adobe programs. From day one, Enterprise provides you with functioning support available 24/7. The solution relieves your IT and support department and helps users with fast answers on the most common software. ComAround Enterprise™ has proven itself invaluable in connection with migrations and switches to new program versions such as MS Vista and Office 2007-2010.

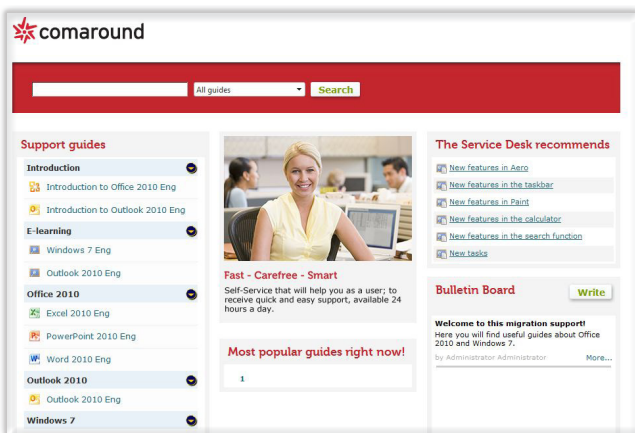


ComAround Enterprise™ also provides good possibilities for integration with other systems such as intranets and case management and, in spite of all the possibilities, getting started with the service in its basic setup is fast.

If you have a service desk, perhaps a case management system and many users that you support today, Enterprise is a good choice in a self service function. ComAround Enterprise™ is a good choice if you are looking for a self service function that lets you get started quickly yet provides ample possibilities of growing and gradually integrating into your business at a deeper level.

ComAround Enterprise™ is an SaaS service (software as a service), which means that you access it directly via the Internet and automatically benefit from all updates that are made on a continuous basis.

ComAround Enterprise™ builds on the latest .NET 2.0, AJAX, SQL 2008 and Microsoft Full Text Search technologies and is today used around the clock by hundreds of companies to accelerate and improve support. For these companies, Self Service is a natural choice for working smarter and more efficiently.



Example of what the user interface in ComAround's Self Service™ can look like.

ComAround Enterprise™ has few limitations in functionality and the service includes unlimited data traffic and plenty of space for your own guides (100 MB).

ComAround Enterprise™ is priced as a smart buy choice, which means that you can count on a quick return on your investment in the service.

Top ten - why you should choose ComAround Enterprise™

1. No limitations either in functionality or data traffic
2. Saves money - the system tells you how much
3. Increases support accessibility 24/7
4. Help desk does not need to handle simple, recurring cases
5. Makes for more satisfied users with more support alternatives
6. Increases efficiency of the entire organisation with fewer unaddressed user queries
7. Provides a statistical basis for uncovering problem areas
8. Access to ready-to-use guides for e.g. Vista and Office 2007
9. Access to ready-to-use e-learning courses for e.g. Vista and Office 2007
10. Support ITIL

Next generation Self Service – cleverer and more automated

Automatic functions that mean that the system automatically highlights guides that your users have been helped by previously and guides that have been used frequently of late. Requires no administration.

Powerful search engine that searches quickly but above all ensures a good hit picture when searching.

The search function contains a basic search and an advanced search and is based on SQL2008 and Full Text Search. The search function gives four suggestions, where each suggestion has its own priority algorithm. A noise filter is used to “devalue” less important words so that these words do not disturb or lower the quality of the search results.

A centrally administered synonym glossary ensures that the user gets a hit, regardless of whether searching using “IE” or “Internet Explorer”.

Live Statistics give a picture in real time of how the service is being used and which guides the users are looking at. With Live Statistics, you also see how the solution rate looks, i.e. how many have actually been helped by the service and exactly how great a savings this means in kronor. Everything is based on your usage and your users’ answers. The solution rate in March 2009 was 76% on the average, which is on the same level or even higher than at an average help desk. It is a myth that self service is not as effective a means of solving users’ issues.

Search logging with automatic alarm is a feature that provides you with complete information on what your users search for. Both information on what is found in the database, but also what is not found.



ComAround Enterprise™ is used by companies such as IKEA, Ericsson, Sandvik, Statoil, SEB, Swedbank and Skandia.